



2155

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: James J. Crow, Dennis L. Parker
Assignee: Motive, Inc.
Title: DISTRIBUTED SERVICES ARCHITECTURE THROUGH USE
OF A DYNAMIC SERVICE POINT MAP
Serial No.: 09/542,273 Filed: April 4, 2000
Examiner: L. Wang Group Art Unit: 2155
Docket No.: MTV0016US

Austin, Texas
March 17, 2004

COMMISSIONER FOR PATENTS
P. O. BOX 1450
ALEXANDRIA, VA 22313-1450

RECEIVED

MAR 23 2004

INFORMATION DISCLOSURE STATEMENT
UNDER 37 CFR § 1.97(b)

Technology Center 2100

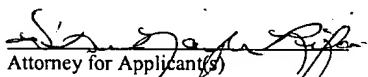
Dear Sir:

Pursuant to 37 CFR § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

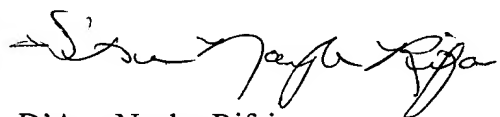
1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on March 17, 2004.


Attorney for Applicant(s)

3/17/04
Date of Signature

Respectfully submitted,



D'Ann Naylor Rifai
Attorney for Applicants
Reg. No. 47,026
(512) 439-5086 (Phone)
(512) 439-5099 (Fax)